

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

## **6 FAH-5 H-000 ICASS ORGANIZATION**

### **6 FAH-5 H-010 ICASS FUNCTIONS**

*(CT:ICASS-44; 01-07-2015)  
(Office of Origin: CGFS/ICASS)*

#### **6 FAH-5 H-011 BACKGROUND**

##### **6 FAH-5 H-011.1 Purpose**

*(CT:ICASS-30; 12-21-2012)  
(Applies to participating ICASS agencies)*

The International Cooperative Administrative Support Services (ICASS) system is the principal means that the U.S. Government provides and shares the cost of common administrative support needed to ensure effective operations at its more than 200 diplomatic and consular posts abroad. In the spirit of the Government Performance and Results Act, the ICASS system seeks to provide quality services at the lowest cost, while attempting to ensure that each agency bears the cost of its presence abroad. ICASS, through which over 300 Government entities receive bills for shared services, is a break-even system; the charge to the customer agencies equals the cost of services.

##### **6 FAH-5 H-011.2 Services**

*(CT:ICASS-30; 12-21-2012)  
(Applies to participating ICASS agencies)*

The ICASS program provides a full range of administrative services. These include motor pool operations and vehicle maintenance, travel services, reproduction services, mail and messenger services, information systems management, reception and telephone system services, purchasing and contracting, human resources management, cashiering, vouchering, accounting, budget preparation, residential and nonresidential security guard services, and building operations. In addition to the services delivered at the post level, the ICASS system also provides service at the regional level. An example of regional service delivery is the regional finance centers. ICASS also delivers services at the headquarters level. Examples of headquarters level services are the shared expenses of the overseas

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

medical program and the grant program managed by Office of Overseas Schools (A/OPR/OS). The cost of regional and headquarters level programs are added to the cost of post administrative support and distributed to customer agencies as part of the headquarters-level bill.

## **6 FAH-5 H-012 ORGANIZATION**

### **6 FAH-5 H-012.1 Washington ICASS Executive Board**

*(CT:ICASS-30; 12-21-2012)*

*(Applies to participating ICASS agencies)*

The Washington-based ICASS Executive Board (IEB) supports the overall ICASS program. The IEB is comprised of senior representatives of certain cabinet-level and/or independent agencies (see 6 FAH-5 Exhibit H-012.1) and is chaired by the Director, Office of Management Policy, Rightsizing and Innovation. The board, which meets on a quarterly basis, is the highest-level policy-making body in the ICASS system (see 6 FAH-5 H-221.1) and the final venue for review of ICASS disputes.

### **6 FAH-5 H-012.2 Washington ICASS Working Group**

*(CT:ICASS-44; 01-07-2015)*

*(Applies to participating ICASS agencies)*

The Washington-based ICASS Working Group (IWG), which reports to the IEB, is comprised of representatives of U.S. Government agencies or entities that receive an ICASS invoice (see 6 FAH-5 H-221.2). The IWG meets monthly to address ICASS policies and practices, and its meetings are open to all ICASS stakeholders. Service provider representatives at the Washington level are non-voting members of the IWG and related committees.

### **6 FAH-5 H-012.3 Washington ICASS Service Center**

*(CT:ICASS-30; 12-21-2012)*

*(Applies to participating ICASS agencies)*

The Washington ICASS Service Center (ISC) serves as the Secretariat to both the IEB and the IWG. The ISC is an interagency- funded office within the Department of State's Bureau of the Comptroller and Global Financial Services (CGFS) that works with many other bureaus and offices throughout the Department of State and participating agencies to facilitate the effective operation of the ICASS system. The ISC coordinates the ICASS budget process and is the business owner for the software on which the ICASS budget and cost-distribution system is based. It also provides policy guidance, practical information, orientation materials and technical advice to posts operating ICASS programs abroad (see 6 FAH-5 H-221.3).

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**6 FAH-5 H-012.4 Chief of Mission**

(CT:ICASS-30; 12-21-2012)

(Applies to participating ICASS agencies)

The ICASS system is established at post under the authority of the chief of mission (COM) (see 6 FAH-5 H-222.1). The COM is responsible for ensuring that post has a functioning ICASS Council and Budget Committee and that the relationship between the Council and service provider(s) is constructive so that ICASS services are delivered fairly and effectively. The COM may also be required to make determinations on disputes that cannot be resolved by the post Council.

**6 FAH-5 H-012.5 Deputy Chief of Mission**

(CT:ICASS-30; 12-21-2012)

(Applies to participating ICASS agencies)

The deputy chief of mission (DCM) is a non-voting member of the post ICASS Council and should attend all Council meetings (see 6 FAH-5 H-222.2). The DCM provides the post ICASS Council with the policy perspective and overall context in which resource decisions should be taken. The DCM keeps the COM informed about ICASS issues and passes guidance to the post ICASS Council and service providers from the chief of mission. Active participation in ICASS affairs will enable the DCM to make better judgments about post ICASS Council and service-provider performance.

**6 FAH-5 H-012.6 Post ICASS Council**

(CT:ICASS-30; 12-21-2012)

(Applies to participating ICASS agencies)

Each post must form an ICASS Council which is comprised of post-level senior representatives of cabinet-level and independent agencies which are members of the IEB (see 6 FAH-5 Exhibit H-012.1). The post ICASS Council focuses on the broad issues of resources and performance and sets the strategic vision for post ICASS operations (see 6 FAH-5 H-222.3-3).

**6 FAH-5 H-012.7 Post ICASS Budget Committee**

(CT:ICASS-30; 12-21-2012)

(Applies to participating ICASS agencies)

Each post must form an ICASS Budget Committee (BC), which is comprised of a representative from each participating autonomous organization at post (see 6 FAH-5 H-222.4-1). Membership and participation of locally employed (LE) Staff is strongly encouraged. The BC monitors post's ICASS budget process and is responsible for a range of issues as outlined in 6 FAH-5 H-222.4-3).

## **UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

## **6 FAH-5 H-012.8 Post ICASS Working Groups**

*(CT:ICASS-07; 07-30-2008)*

*(Applies to participating ICASS agencies)*

Post working groups delve more deeply into specific issues, analyze what is happening, and recommend solutions to the post ICASS Council. LE Staff from customer agencies and also from various parts of the service-provider organization, not just the financial management office, regularly make invaluable contributions to post working groups (see 6 FAH-5 H-222.5).

## **6 FAH-5 H-012.9 Service Provider(s)**

*(CT:ICASS-5; 07-21-2006)*

*(Applies to participating ICASS agencies)*

The service provider organizations are those entities that actually deliver the service to customer agencies and service recipients (see 6 FAH-5 H-222.6). The State Department management section and regional security office are service providers at almost every embassy. Embassies are turning increasingly to commercial entities to “contract out” for some administrative support. For quite some time, certain administrative support activities have been delivered regionally—a cost-effective service delivery approach that will continue to grow. Occasionally, another U.S. Government agency will have a sufficiently large administrative support capability at a location that it will step forward and agree to provide services as the Alternate Service Provider (ASP).

## **6 FAH-5 H-013 OPERATING PRINCIPLES**

*(CT:ICASS-30; 12-21-2012)*

*(Applies to participating ICASS agencies)*

- a. Administered by the Department of State, ICASS is an interagency endeavor. Representatives from customer agencies on post ICASS Councils and Budget Committees, and on the Washington-based IEB and IWG work together to ensure the integrity of the system’s operating principles.
- b. The ICASS system’s ability to track costs more precisely by service, and its explicit partnership between customer and service provider, encourages posts to examine how they are providing ICASS services and make changes to improve quality, cost and timeliness of service delivery. Sharing best practices, optimizing the use of information technology, and identifying business processes that might be automated, extending additional administrative authorities to posts, and exploring alternate staffing options for operations abroad, are some of the ways those involved in the ICASS system are striving to provide and obtain quality services at the lowest cost.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**6 FAH-5 H-013.1 Local Empowerment**

(CT:ICASS-07; 07-30-2008)

(Applies to participating ICASS agencies)

Customers play a significant role in how business is done in the delivery of administrative services. Under ICASS, posts have a responsibility and authority to manage their resources. The post ICASS Council and ICASS Budget Committee share responsibility for the overall management of administrative support activities including the cost-effective use of resources, choosing service providers, and setting priorities within the administrative support delivery system.

**6 FAH-5 H-013.2 Equity (Cost Sharing)**

(CT:ICASS-30; 12-21-2012)

(Applies to participating ICASS agencies)

Agencies pay their share of post administrative costs based on usage. ICASS embodies the concept that all agencies should pay the true costs of their presence abroad. Service providers who are not reimbursed fully for their services subsidize their customers who therefore have no incentive to make rational choices on the level of services they receive. Customers have a vested interest in reducing costs and a voice in how shared administrative services are managed and delivered.

**6 FAH-5 H-013.3 Transparency**

(CT:ICASS-30; 12-21-2012)

(Applies to participating ICASS agencies)

The budget and cost distribution software system makes it possible to explain to customers how their invoices are developed, the extent of their use by service, and the unit cost of the services consumed.

**6 FAH-5 H-013.4 Selecting a Service Provider**

(CT:ICASS-30; 12-21-2012)

(Applies to participating ICASS agencies)

Post ICASS Councils decide who will provide each service. Although Department of State management personnel currently provide most ICASS services, the post ICASS Council can select other U.S. Government agencies or commercial firms to provide services if it can be demonstrated that they have a competitive advantage in improving services or cutting costs.

**6 FAH-5 H-013.5 Customer Service Standards and Principles**

(CT:ICASS-30; 12-21-2012)

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

*(Applies to participating ICASS agencies)*

Customer service is a key element of ICASS. The agencies at post hold the service providers accountable for their performance against the Uniform Service Standards. In support of that goal, the Council and the service provider collaborate on an annual assessment of ICASS services which culminates in a written report presented to the chief of mission (see 6 FAH-5 H-222.3-4).

## **6 FAH-5 H-014 ICASS WORKING CAPITAL FUND**

*(CT:ICASS-30; 12-21-2012)*

*(Applies to participating ICASS agencies)*

Unlike many U.S. Government programs which operate on the basis of single-year appropriations or funding, the ICASS system uses a no-year working capital fund (WCF). ICASS funds not spent at the end of a fiscal year are returned to posts for use in the next fiscal year. This is a significant advantage because it allows posts to spend their funds for shared support more in accordance with their needs, without the fear of losing what is not spent by the end of a fiscal year. Working capital fund procedures require posts to estimate the cost of depreciation associated with certain capital assets. Because the money can be carried over from one year to the next, posts can gradually save up and schedule the replacement of a vehicle or other expensive ICASS assets when it makes the most economic sense rather than making a large, unanticipated expenditure when an asset fails. To capitalize the WCF, early in the fiscal year the ISC issues to the customer agencies a recapitalization invoice representing 70% of each agency's estimated annual bill, based on the prior year's final invoice.

## **6 FAH-5 H-015 DISTRIBUTING ICASS COSTS**

### **6 FAH-5 H-015.1 Post Invoicing**

*(CT:ICASS-30; 12-21-2012)*

*(Applies to participating ICASS agencies)*

- a. The costs of shared administrative support service (i.e., salary and benefits for American and locally employed staff, office equipment, vehicles, etc.) are distributed to cost centers. Each cost center represents a group of services and has a specific distribution factor which is used to calculate usage of the services and ultimately each agency's invoice. The ICASS system has two software methodologies: Standard and Lite (see 6 FAH-5 H-320).
- b. The distribution factor for determining agencies' use of services varies by cost center. For some cost centers, actual transactions (e.g., number of shipments processed, number of kilometers driven) are the basis for determining usage. For others, usage is calculated based on head count, number of square meters

## **UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

- of office space occupied, number of computer peripherals serviced, or similar factor. The calculation of each agency's usage of service in each cost center becomes their workload count. In some cases, an agency may perform portions of a service for itself and not require the full range of functions offered by the ICASS service provider. In such cases, the post ICASS Council may agree to modify the agency's usage or workload count for that service either to 0.3 or 0.6 of full service. Not all ICASS services are modifiable.
- c. When the ICASS budget for the fiscal year is prepared, the post utilizes each agency's actual use of services as calculated on May 1 of the prior year; for new subscriptions to services or new agencies, usage is projected based on estimates approved by the customer agency. The costs for each cost center are then divided by the total workload counts for all agencies to establish a unit cost. The unit cost is then multiplied by each agency's workload count to determine its share of the cost for that service. To this figure is added a proportional share of the cost center for "Miscellaneous Costs" (see 6 FAH-5 H-341.13 and H-342.13). A final calculation shares the cost of services consumed by ICASS service provider personnel (known as "ICASS Redistribution," see 6 FAH-5 H-380) among all customer agencies to arrive at each agency's total invoice for services at the post. Agency heads at post review and sign their invoices when the post's ICASS Council approves the budget.

## **6 FAH-5 H-015.2 Washington Invoicing**

*(CT:ICASS-30; 12-21-2012)*

*(Applies to participating ICASS agencies)*

The Washington ICASS Service Center (ISC) consolidates posts' ICASS invoices and adds the costs of regional and headquarters costs that are not post-specific, such as salaries and operating costs for the ISC, certain costs related to the management of the overseas medical program, the regional finance centers, costs of the diplomatic pouch and mail program, and the grant program managed by the Office of Overseas Schools (A/OPR/OS). By January, after post budgets for the new fiscal year are received, an initial invoice is issued to each headquarters agency; this invoice is for informational purposes only and no payment is requested. At the mid-year, posts conduct a final review of the budget which reflects any changes in the target (either up or down) or other shifts in the budget. At post, final invoices are prepared for agency review and approval and the final budget is submitted to the ISC. No later than June, the ISC consolidates the post final invoices, adds the central and regional costs noted above, and sends a final invoice to each headquarters customer agency. This invoice reflects the balance due between the previous recapitalization invoices (see 6 FAH-5 H-014) and the full year final invoice amount. For more details on the ICASS billing process see 6 FAH-5 H-430.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**6 FAH-5 H-016 ICASS PRECEPTS**

**6 FAH-5 H-016.1 Decision-Making in ICASS**

*(CT:ICASS-44; 01-07-2015)*

*(Applies to participating ICASS agencies)*

- a. In principle, consensus is used to the maximum extent possible to reach all decisions, assuming a quorum of voting members (see 6 FAH-5 H-016.2) is present. Consensus is reached when no member of the group disagrees so strongly with a proposal under consideration that he or she poses an official objection and calls for a vote. Consensus does not mean that each member of the group is in total agreement with every element of the proposal. Rather, it means that individual members, in a spirit of collegiality and cooperation, are willing to move forward with a proposal that, while not ideal in every aspect for their individual agency, is acceptable and beneficial for the community as a whole.
- b. Once an issue has been presented to the group and agreement has been reached, final written documentation may be submitted electronically for verification of consensus reached at the meeting.
- c. Where consensus is not possible, issues are brought to a vote. A quorum compromised of fifty percent of the eligible voters (see 6 FAH-5 H-016.2) is required and a two-thirds majority of those present is sufficient to decide any matter.
- d. Voting for another agency by proxy is not permitted. However, voting in absentia, submitted to the chair electronically or in writing prior to the start of the meeting, may be permitted in those instances where an issue has been presented to the group and is being put to a vote at a scheduled meeting.
- e. If an issue is to be decided by a vote, either electronically or at a scheduled meeting, the deadline for voting must allow a minimum of two business days for review by eligible voters. It is the responsibility of the chair to ensure that when out-of-office messages are received, the requisite background information and/or voting issues be forwarded to the back-up officer identified in the message.
- f. Electronic voting is permitted, provided the chair of the respective group has identified the eligible voters (see 6 FAH-5 H-016.2) and the issue has been appropriately explained and presented for a vote. When a vote is taken electronically, the final decision will be made on the basis of a simple majority of the total number of actual votes received, irrespective of the guidance in 6 FAH-5 H-016.1 paragraph c.

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

## **6 FAH-5 H-016.2 Voting Eligibility**

(CT:ICASS-30; 12-21-2012)

(Applies to participating ICASS agencies)

a. **Washington Level:**

- (1) **The ICASS Executive Board (IEB)** members in good standing as outlined in 6 FAH-5 H-221.1 paragraph c are eligible to vote. Service provider representatives and others who participate on the IEB as ex officio members are not eligible to vote.
- (2) **The ICASS Working Group (IWG)** members in good standing as outlined in 6 FAH-5 H-221.2 paragraph c are eligible to vote. Service provider, ICASS Service Center representatives and others who participate on the IWG as ex officio members are not eligible to vote.

b. **Post Level:**

- (1) The ICASS Council (IC) members as outlined in 6 FAH-5 H-222.3-1 are eligible to vote. Service providers and other entities who participate on the Council as ex officio members are not eligible to vote.
- (2) The Budget Committee (BC) members as outlined in 6 FAH-5 H-222.4-1 are eligible to vote. Service providers and other entities who participate on the BC as ex officio members are not eligible to vote.

**NOTE:** When voting on a particular issue, only customer agencies impacted by the decision are eligible to vote. On any issues with potential invoice implications (e.g., budget, ICASS Redistribution), all agencies are eligible to vote.

## **6 FAH-5 H-016.3 Selection of Service Offerings**

(CT:ICASS-30; 12-21-2012)

(Applies to participating ICASS agencies)

- a. The post ICASS Councils decide which services from the comprehensive list of services included in this handbook will be offered under the ICASS system at post.
- b. Any U.S. Government agency or subdivision thereof that is willing may be designated by the post ICASS Council to assume the role of service provider or services may be contracted out commercially, in order to obtain the highest quality of services at the lowest possible cost.

## **6 FAH-5 H-016.4 Voluntary Nature of ICASS**

(CT:ICASS-44; 01-07-2015)

(Applies to participating ICASS agencies)

Participation in services offered through ICASS is voluntary for agencies except for 6150-Basic Package and 6443-Community Liaison Office Services, which are

## **UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook  
mandatory. Beginning in FY2014, 5624-Health Services, and 5880-Security  
Services also become mandatory for all agencies under COM authority. *For more  
details on these cost centers, see 6 FAH-5 H-340.*

## **6 FAH-5 H-016.5 Termination or Withdrawal Notice**

*(CT:ICASS-44; 01-07-2015)*

*(Applies to participating ICASS agencies)*

- a. All notices of intent:*1) to terminate service provision, 2) terminate service subscription (i.e. depart post) or 3) completely withdraw from individual cost centers* must be provided to the post ICASS Council and Service Provider (i.e., Management Officer or USAID Executive Officer) in the form of a written memorandum; electronic notification (including email) is acceptable. (*see 6 FAH-5 Exhibit H-016.5*)

***NOTE: A customer agency's notification of withdrawal is separate from and unrelated to the NSDD-38 "Request for Changes in Staffing" process.***

- b. ***Terminating service provision:*** A service-providing agency must provide serviced agencies a one-year notice of intent to terminate service provision or to substantially alter the way service is provided. Notifications to terminate service provision must be given one year in advance, concurrent with the beginning of a fiscal year. The service provider is obligated to provide services to its customers during the 12-month notification period.
- c. ***Terminating service subscription (i.e. departing a post):*** A customer agency must provide a six-month notice of its intent *to depart post and terminate service subscription*. Notifications to *terminate* must be given on or before April 1 or October 1 which starts the six-month notification period. For example, if a customer agency provides appropriate written notification by October 1 of its intent to *terminate*, the six-month notification period would begin on October 1 and *termination is effective on April 1st* of the following year. Likewise, if the customer agency provided the post ICASS Council and service provider appropriate written notification of its intent to withdraw on April 2, the six-month notification period would begin on October 1 of that year and *termination is effective* on *April 1st* of the following year. (*For more details see 6 FAH-5 H-333*).
- d. ***Withdrawing from individual cost centers:*** *With the exception of the mandatory cost centers, the decision to subscribe to individual cost centers is voluntary as per 6 FAH-5 H-431 b. In the interest of demonstrating efficient and effective usage of tax dollars, agencies that determine that it is in their interest to withdraw from services have an obligation to document the basis for this determination by providing a business case for purposes of reporting to the ICASS Executive Board. A customer agency must still provide a six-month notice of its intent to completely withdraw from one or more cost centers. Notifications to withdraw must be given on or before April 1 or October 1, which*

## **UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

*starts the six-month notification period. For example, if a customer agency provides appropriate written notification by October 1 of its intent to withdraw, the six-month notification period would begin on October 1 and withdrawal is effective April 1 of the following year. Likewise, if the customer agency provided the post ICASS Council and service provider appropriate written notification of its intent to withdraw on April 2, the six-month notification period would begin on October 1 of that year and withdrawal is effective on April 1 of the following year (for more details see 6 FAH-5 H-333):*

- (1) *When an agency decides to withdraw from one or more individual cost centers at one post or globally in order to obtain the service elsewhere or to self-provide, notifications of withdrawal must be provided per the guidance above in 6 FAH-5 H-016.5(d). In such cases, the withdrawal notification must include a business case for the decision to withdraw consisting of: an explanation (i.e., reason) for the withdrawal; a description of how the agency plans to obtain the service; and an analysis detailing the cost impact on the agency. Reasons for withdrawal may include mission related factors (such as an agency wishes to centralize its procurement or financial management to better meet stakeholder reporting requirements or the customer agency has determined that it can better fulfill its legislative mandate by providing the service to itself) as well as cost savings or other factors. The agency must identify the costs to be incurred in receiving the service through the alternate mechanism. The comparison of the agency's cost for the alternate service mechanism to the ICASS cost of service to the agency is critical to the business case. Agencies withdrawing from cost centers at post(s) are encouraged to work with the service provider at each post to ensure that all ICASS components (including ICASS Redistribution) for the service have been properly included in the cost analysis. In addition, within 30 days of receipt of the withdrawal notification, the Service Provider must prepare an analysis of the estimated impact of the agency's withdrawal on the post ICASS platform (see Exhibit 6 FAH-5 H-016.5(1));*
- (2) *When an agency decides to withdraw globally (or regionally) from one or more cost centers, that agency should contact the ICASS Service Center (ISC) to identify the related costs (including ICASS Redistribution) to the agency based on data contained in the ICASS Global Database. The business case must also include the comparable cost to the agency of the alternate service mechanism chosen. The ISC will work with the relevant regional bureaus to determine the estimated impact of the withdrawal on the ICASS platform. Individual notices of withdrawal to ICASS Councils and Service Providers must still be submitted by the withdrawing agency at the posts impacted, consistent with the guidance in 6 FAH-5 H-016.5 a. and d; and*
- (3) *The completed notification of withdrawal and the business case must be forwarded to the ICASS Service Center (ISC), including the Service*

## **UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

*Provider's analysis. The ISC is required to report annually to the IEB on agency decisions to withdraw from individual cost centers at post in order to assess the need for any systemic changes. Posts must ensure that withdrawal notifications include all the information outlined in paragraph d (1). The ISC will ensure that all the information required in paragraph d (2) is included.*

- e. *In all cases of termination or withdrawal, the Service Provider(s) must complete and submit a negative PYI (full year report) within 30 days to their Regional Bureau if the impact of withdrawal is greater than \$500. In the case of withdrawal from a cost center, the ICASS Service Center will coordinate with the regional bureau for purposes of reporting this PYI information to the IEB. If the impact of the withdrawal is less than \$500, post must notify the regional bureau that no negative PYI will be submitted.*

## **6 FAH-5 H-016.6 Dispute Resolution**

*(CT:ICASS-30; 12-21-2012)*

*(Applies to participating ICASS agencies)*

Post ICASS Councils collaborate with service providers in exercising authority over ICASS resources and systems at post, but final authority at post rests with the COM. The ISC provides technical guidance on policy issues to both customer agencies and service providers. Issues not resolvable at post may be appealed to the IEB by the COM, post ICASS Council, or by any participating agency through its headquarters office. The post ICASS Council's authority does not supersede internal controls and regulations of the service provider or other customer agencies. For more information on resolving disputes, see 6 FAH-5 H-462, Dispute Process, and 6 FAH-5 H-462.3, Procedures and Disputes Concerning Centrally Budgeted Costs.

## **6 FAH-5 H-016.7 Annual Assessment**

*(CT:ICASS-44; 01-07-2015)*

*(Applies to participating ICASS agencies)*

Post ICASS Councils, in collaboration with the Council Chair and Senior Management Officer, assess annually how well the ICASS platform is supporting Mission operations and identify where improvements need to be made, with a plan for addressing weak areas. The assessment review draws from the annual ICASS customer satisfaction survey, eServices dashboard, prior-year cost savings initiatives and any local sources of input/feedback (see 6 FAH-5 H-222.3-4).

## **6 FAH-5 H-017 THROUGH H-019 UNASSIGNED**

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**6 FAH-5 Exhibit H-012.1**  
**ICASS Executive Board Members**

*(CT:ICASS-30; 12-21-2012)  
(Applies to participating ICASS agencies)*

**Department of State**

(Chair)

Department of Agriculture

(represented by the Foreign Agriculture Service)

**Department of Commerce**

(represented by the Foreign Commercial Service)

Department of Defense

Department of Health and Human Services

(represented by the Centers for Disease Control)

Department of Homeland Security

Department of Justice

**Department of Transportation**

(represented by Federal Aviation Administration)

**Department of Treasury**

**Intelligence Community**

**Library of Congress**

**Peace Corps**

Social Security Administration

**U.S. Agency for International Development**

**Veterans Administration**

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**6 FAH-5 Exhibit H-016.5**

**Termination or Withdrawal Notice**

(CT:ICASS-44; 01-07-2015)

(Applies to participating ICASS agencies)

**POST WITHDRAWAL**

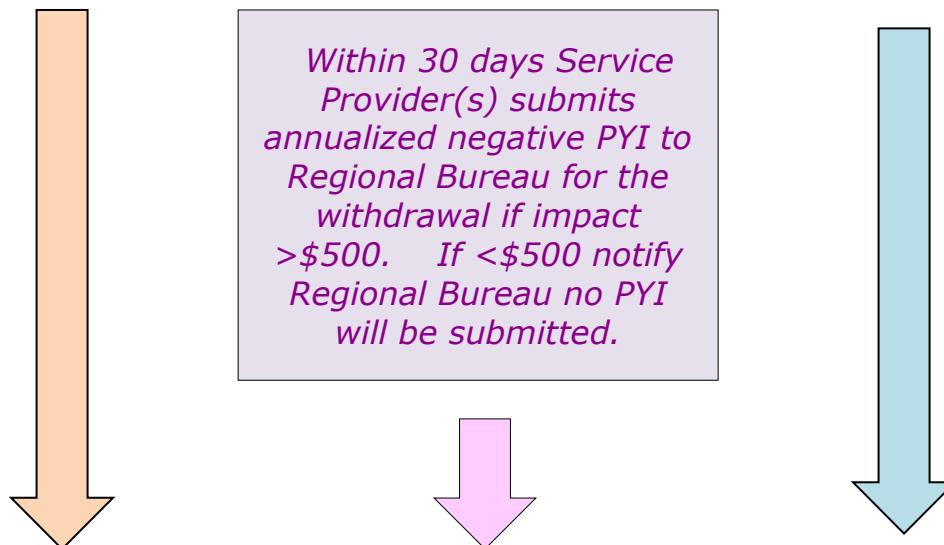
Agency at post provides 6 month notification including reason(s) for withdrawal, explains how agency will obtain the service, and shows the cost implications.

Notification sent to:  
-Post ICASS Council  
-Service Provider  
-ICASS Service Center

**GLOBAL WITHDRAWAL**

IWG member provides 6 month notification including reason(s) for withdrawal, explains how agency will obtain the service, and shows the cost implications. For global withdrawal, agency HQ works with ISC to perform the business case.

Notification sent to:  
-Post ICASS Councils (where resident)  
-Service Providers (where resident)  
-ICASS Service Center



*ICASS Service Center collects:*  
*-withdrawal notices for one or more cost centers from agencies*  
*-impact statements from Service Providers,*  
*-coordinates with the Regional Bureaus for PYI information to report to the IEB each December.*

**UNCLASSIFIED (U)**

U.S. Department of State Foreign Affairs Manual Volume 6 Handbook 5  
International Cooperative Administrative Support Services Handbook

**6 FAH-5 Exhibit H-016.5(1)**

**ICASS Customer Agency Service Withdrawal  
Notification (Template)**

(CT:ICASS-44; 01-07-2015)

To: Post ICASS Council(s) Date: \_\_\_\_\_  
Post Management Counselor(s)/Officer(s)

Cc: ICASS Service Center (icassservicecenter@state.gov)

From: Name of Withdrawing agency and Agency's Post POC (single post)/Agency's  
IWG Member (multiple posts) Agency ICASS Code: \_\_\_\_\_

Re: Six-month Official Notice for ICASS Services Withdrawal from  
(cost center name) effective April 1/October 1 20##

*I. Agency Statement*

*In the interest of demonstrating efficient and effective usage of tax dollars, agencies that decide to withdraw from services are required to document the basis for this determination by providing a business case that explains why your agency is withdrawing from the service. This business case is to help post and the ICASS Executive Board (IEB) better understand the basis for your decision. This information will be used to provide insight to the reasons for agency withdrawal, potential necessity for service changes to the ICASS system, and the cost implications for the USG.*

*Please address;*

- *Why is your agency withdrawing from this service? Include any mission-related factors/authorities affecting your analysis/decision.*
- *How will your agency receive this service?*
- *What is the cost impact to your agency?*

*II. Service Provider Statement*

*Within thirty days of receipt of this notification, each post must prepare an analysis and impact statement regarding this agency's withdrawal from the cost centers noted above and submit it to the ICASS Service Center at icassservicecenter@state.gov .*

*Statement should address:*

- potential staffing changes*
- potential budget impact*